

Board for Professional Engineers & Land Surveyors

Performance Measures

Q1 Report (July - Sept 2010)

To ensure stakeholders can review the Board's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement.

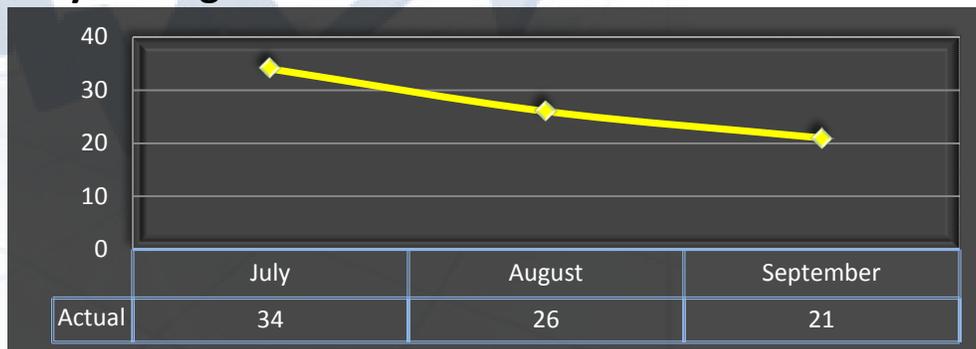
These measures will be posted publicly on a quarterly basis. In future reports, additional measures, such as consumer satisfaction and complaint efficiency, will also be added. These additional measures are being collected internally at this time and will be released once sufficient data is available.

Volume

Number of complaints received.*

Q1 Total: 81

Q1 Monthly Average: 27

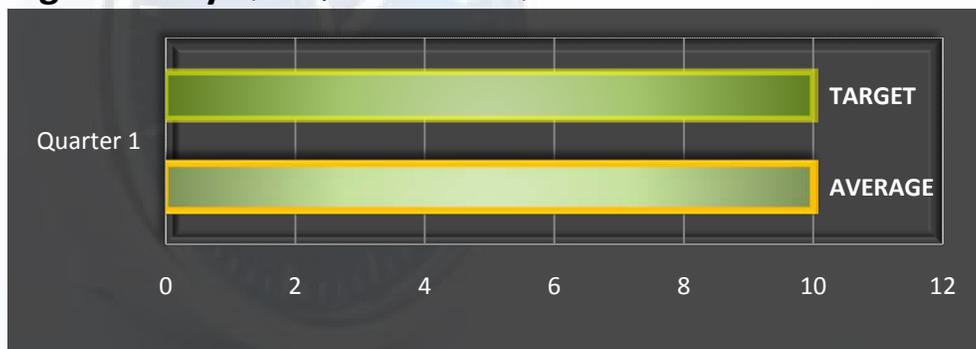


Intake

Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.

Target: 10 Days

Q1 Average: 10 Days (monthly breakout unavailable)

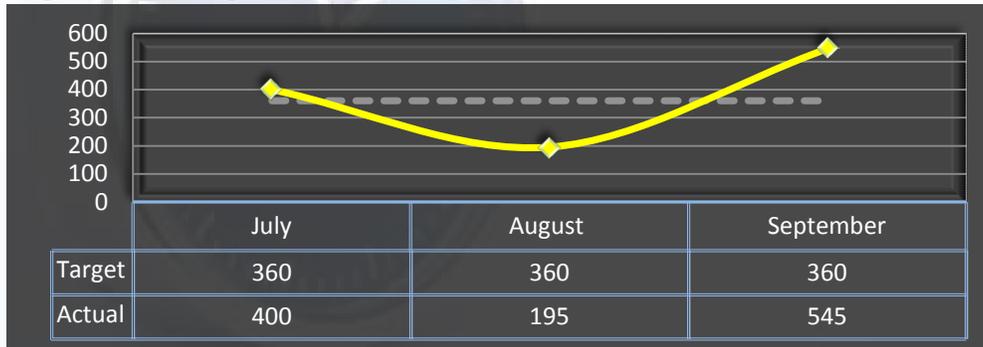


Intake & Investigation

Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.

Target: 360 Days

Q1 Average: 334 Days

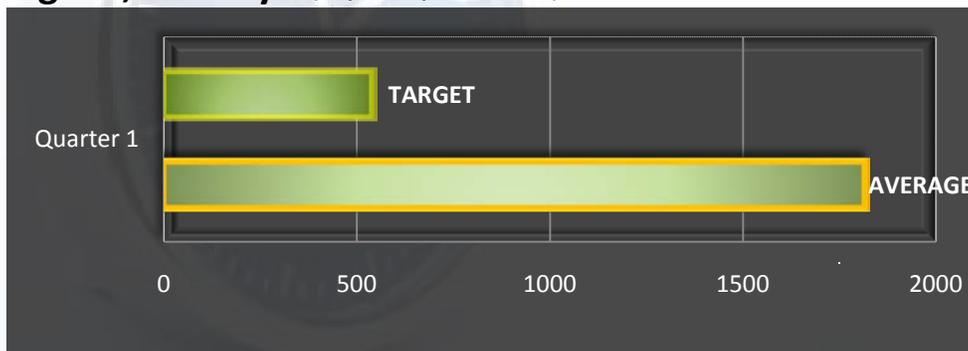


Formal Discipline

Average cycle time from complaint receipt to closure, for cases sent to the Attorney General or other forms of formal discipline.

Target: 540 Days

Q1 Average: 1,815 Days (only 1 data point available)



Probation Intake

Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

Target: N/A

Q1 Average: N/A

The Board did not receive any new probation cases this quarter.

Probation Violation Response

Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.

Target: 10 Days

Q1 Average: N/A

The Board did not receive an probation violations this quarter.

Note: These performance measure statistics refer to Professional Engineers and Land Surveyors license categories exclusively. There is insufficient data at this time to generate statistically relevant charts for the Geologist and Geophysicist program.

*"Complaints" in these measures include consumer complaints and complaints generated internally.